

BRIJESH K KURIAN

Operations, Hotels, Administration, Customer Success, Customer Experience

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A successful Leader, Manager, Head of Department

- Professional Skills** :
 - Operations Management
 - Banquet Sales & Events
 - Decision Making
 - Risk & Audit Management
 - Business Development
 - Customer Relationship Management
 - Risk & audit Management
 - Problem Solving
 - Health and Safety Management
 - Cost Management
 - Organising & Delegation
 - Negotiation
 - Revenue Management
 - Contract Management
 - Stakeholder Management
 - People Management
- Top Attributes** : Leadership, Skills Communication Skills, Active Listening, Ownership, Eye for Detail, Integrity, Teamwork, Positivity, Accountability, Resilience, Influence,
- Objective** : Looking forward to excel in a Leadership role and thereby be an integral part of a company and utilize my skills and attributes at the same time being resourceful to the company's ideology and mission in business growth and expansion and to take up new challenges & responsibilities and become a renowned leader and groom others as well for the future.



WORK EXPERIENCE

Company & Location	Designation	Duration	Reason for Transit
World Security, Dubai, UAE	OPERATIONS OFFICER – SOFT SERVICES	April 2021 till date	Keen on getting back to hotel operations
Accor – Grand Mercure Hotel, Bangalore, India	OPERATIONS MANAGER - RDM,	Jan 2018 to Aug 2020	Role made redundant due to Pandemic
Accor – Ibis Hotel, Hyderabad, India	ADMINISTRATION MANAGER - FOM	May 2016 to Dec 2017	Internal Transfer
Park Plaza Hotel, Bangalore, India	ASSISTANT ADMINISTRATION MANAGER - AFOM	Dec 2012 to Nov 2015	New Opportunity
PeoplePro Trainers & Consultants Pvt Ltd, India, Maldives, Dubai	OPERATIONS MANAGER – MARCOM	July 2010 to Jun 2012	New Opportunity
Lotus Grand Hotel & Apartments, Dubai, UAE	NIGHT MANAGER	Feb 2009 to Jan 2010	Recession Job Lay-off
The Lalit Ashok Hotel, Bangalore, India	DUTY MANAGER	Jun 2005 to Oct 2008	New Opportunity

PROFESSIONAL QUALIFICATION

Degree / Education	College / University	Year	Status
NEBOSH – International General Certificate	NEBOSH – National Examination Board of Occupational Safety and Health, UK	2021	Completed – Certificate Received
MBA in Human Resource & Customer Relations	National Institute of Business Management, NIBM Chennai	2007	Completed – Certificate Received
B.Sc in Hotel and Hospitality Administration	Institute of Hotel Management, IHM Bangalore	2005	Completed – Certificate Received

PROFESSIONAL SUMMARY

My strengths have been leadership and management. I have always treasured leading a team and have always taken the opportunity to lead at every point of my career. Integrity and an organised work style have helped me earn Trust from both

the Top Management and my team which has helped me get results for my previous organisation. Always keen on developing new Ideas and solutions to existing process and streamlining the processes, so that they can be measured. In my previous roles I have had the experience to lead the Operations and conduct daily reviews and meetings to streamline work targets and achieve results. Some additional experience that adds to my personality and profile.

- **Pre-opening Experience & setting up new business Operations, Loyalty Growth, Health and Safety**
- **P&L review, Maximise Sales and Top Line of Business, Cost Management to help Bottom Line.**
- **Analyse Data, Work Under Pressure based on need of the hour, Handle Stress**
- **Transport Management, Safety Audits, Hygiene Audit, Financial Audit**
- **Administration, Facility Management, Event Management, Customer Relations and Customer Success**
- **Developing Standard Operating Procedures – SOP's**
- **Banquet Sales and Banquet event operations, Restaurant management**
- **Training, Induction, Appraisal, Mentor – to develop a motivated team**

My proficiency on computers is good since 20+ years which makes it comfortable to me to adapt to new software or systems. Opera MS Office (Word, Power point, Excel), Outlook.

My Jobs role are described but not limited.

- Meet sales goals by training, motivating, mentoring and providing feedback to staff
- Ensure high levels of customers satisfaction through excellent service
- Complete unit administration and ensure compliance with policies and procedures
- Maintain outstanding unit condition and visual merchandising standards
- Reports on sales and purchase trends, customer needs, profits etc
- Propose innovative ideas to increase market share
- Conduct personnel performance appraisals to assess training needs and build career paths
- Deal with all issues that arise from staff or customers (complaints, grievances etc)
- Take initiative to generate new business of corporates and group and Banquet sales
- Monitor rate shopping to match rates with the competition and understand market trends.
- Monitor Inventory and manage pricing Online and Offline
- Ensure maximum yield possible is generated in terms of Revenue
- Ensure that costs are controlled throughout and results are analysed regularly to highlight problem areas and take appropriate action
- Focus on growing revenues and maximizes the financial performance of the hotel and developing positive owner relations
- Coordinate with the head of Rooms Division, as F&B departments to ensure adequate coordination and operations implementation
- Training Lead for the division to plan training needs, PLDP and guide staffs for skill based and social skill training.
- Lead Trainer for the city to conduct the Accor Heartist Program across all levels of staffs and managers.
- Respond to audits that are completed by the company to ensure continual improvement is achieved
- Assist the development of meaningful, achievable hotel budgets and other short-term and long-term hotel strategic goals
- Directly responsible for reservations and revenue management and monitoring the daily rates and OTA along with reservation team.
- Check rates online like OTA channels and GDS to ensure daily rates are as per market competition
- Active participation in Marketing, Branding, Events and Client Management.
- Successful with LQA Audit and other audit standard implementation and conducting internal audits in the hotel.
- Key role with renovation team for upgrading hotel infrastructure
- Conduct market research to identify selling possibilities and evaluate customer needs
- Actively seek out new sales opportunities through cold calling, networking and social media
- Set up meetings with potential clients and listen to their wishes and concerns
- Prepare and deliver appropriate presentations on products and services
- Create frequent reviews and reports with sales and financial data
- Ensure the availability of stock for sales and demonstrations
- Participate on behalf of the company in exhibitions or conferences
- Negotiate/close deals and handle complaints or objections
- Collaborate with team members to achieve better results
- Gather feedback from customers or prospects and share with internal teams
- To delegate and control the departmental expense budget throughout the year
- To be fully involved operationally with high visibility in the day-to-day business of the hotel
- To set effective systems and controls to ensure the consistent smooth running of departments
- To actively participate in the development of all key managerial positions and manage effectively labour turnover, recruitment & employee development within budgeted parameters

- Provide effective leadership to the hotel rooms team members to ensure targets are met and exceeded
- Responsible for hotel rooms department - Front Office, Housekeeping, Spa, Security & Guest Experience.
- Plan, direct and coordinate the service delivery of all rooms departments in order to meet and exceed guest expectations
- Comply and exceed hotel and company Service Standards
- Seek and respond to Guest feedback in order to achieve positive outcomes and high levels of customer satisfaction
- To regularly update the General Manager on all operations achievements and key issues
- Conduct daily briefings to ensure that all departments receive updated information
- Conduct weekly briefings to improve all aspects of the Hotel
- Analyse overall monthly hotel performance and provide summary report with recommendations to improve long term strategies
- Manage Events, Branding, Promotions and Customer Relations, Visits and experience of Bloggers and Influencers
- Build strategic relationships and partner with key industry players, agencies and vendors
- Assist in the interviewing process related to rooms departments as required.

ACHIEVEMENTS

Success Topics	Organisation	Result
Employee Satisfaction Score (AON HEWITT) Improved	Grand Mercure Hotel, Bangalore, India	From a Employee satisfaction of 69% in 2018 moved up to a score of 85% in 2020 (Approx range)
Trip Advisor Ranking Growth	Grand Mercure Hotel, Bangalore, India	Started at 72 in 2018 and improved it to 45 in 2020
LQA Audit Score	Grand Mercure Hotel, Bangalore, India	In 2018 the result was 79.9% before I could take over Quality Audit monitoring. 2019 achieved 85%

AWARDS & RECOGNITION

Award	Recognition By	Year
IELP – India Executive Leadership Program	AAPC – Accor India	2019
Best Rooms Manager – Front Office (Won)	Accor India Award	2018
Best Front Office Manager, Budget Hotels (Nominated)	Hotelier Awards, India	2017
Best Employee of the Year (Won)	The Lalit Ashok, Bangalore	2007

REFERENCES

Name & Designation	Company & Location	Email ID	Mobile Number
Rayan Aranha, General Manager	Grand Mercure Hotel, Bangalore, India	rayan.aranha@accor.com	+91 9886282990
Robin Cherian, Head of Marketing and Exams	British Council, UAE	robin.cherian@britishcouncil.org	+971 556031481

PERSONAL INFORMATION

Passport : Valid till 30th July 2024
Address : Abu Shagara, Sharjah, UAE
Languages : English, Kannada, Malayalam, Hindi, Tamil, Beginner in Arabic
Visa Status : Employment Visa - May 2024
Driver's License : UAE Driving License 2021 - 2023
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I solemnly declare that all the information furnished in this document is free of errors to the best of my knowledge.

Date: September 2021

BRIJESH K KURIAN